


Name of Institution: Google Payment Malaysia Sdn. Bhd.

General info:

Item	Details
Name of institution	Google Payment Malaysia Sdn. Bhd.
Logo of institution	 Google Play
Name of e-money product/ brand	Google Play Balance
HQ Address	Level 21, Suite 21.01, The Gardens Address: South Tower, Mid Valley City, Lingkaran Syed Putra, 59200 Kuala Lumpur, Malaysia
HQ Phone Number	N/A
HQ Fax Number	N/A
Website	N/A

Info related to department/unit that handles complaints:

Item	Details
Name of the department/ unit that handles complaints	Google Play Support
Address of complaints unit	1600 Amphitheatre Parkway, Mountain View, CA 94043
Phone number of complaints unit	Due to BCP measures implemented due to covid-19, phone support has been suspended. From 12 August 2020 customers will be able to seek assistance via live-messaging (via 'Chat'). https://support.google.com/googleplay/gethelp
Additional phone number to lodge complaint	N/A
Fax number of complaints unit	N/A
Email address of complaints unit	https://support.google.com/googleplay/gethelp